

COUNTY OF LOS ANGELES

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DEPARTMENT OF MENTAL HEALTH

<http://dmh.co.la.ca.us>

550 SOUTH VERMONT AVENUE, LOS ANGELES, CALIFORNIA 90020

Reply To: (213) 738-4601

Fax: (213) 386-1297

August 26, 2004

TO: Each Supervisor

FROM: Marvin J. Southard, D.S.W.
Director of Mental Health

Jon W. Fullinwider
Chief Information Officer

A handwritten signature in black ink, appearing to read "Jon W. Fullinwider", is written over the typed name and title.

SUBJECT: **STATUS REPORT FOR THE FIRST 35-DAY ACCEPTANCE TEST PERIOD
FOR THE DEPARTMENT OF MENTAL HEALTH INTEGRATED SYSTEM**

This is to provide you with a status report on acceptance testing for the Integrated System (IS) in the Department of Mental Health (DMH).

Agreement 74144 with Sierra Systems Group Inc. (Sierra), under Deliverable 10.6, Acceptance Certificate for Integrated System, calls for two 35-Day Acceptance Test Periods. On August 16, 2004, DMH and Sierra successfully completed the first 35-Day Acceptance Test Period and the second 35-Day Acceptance Test Period began on August 17, 2004.

There was one service interruption during the first 35-Day Acceptance Test Period. However, that interruption was due to a piece of third-party software running at the Internal Services Department/Information Technology Services (ISD/ITS) Data Center in Downey. DMH chose to defer an upgrade to that software until after the Acceptance Test Period. When that software began generating errors and compromising IS performance, it became necessary to take the IS off-line for a brief time to perform the upgrade.

The first 35-Day Acceptance Test Period was not restarted as a result of this service interruption because the third-party software runs at ISD/ITS and is not under Sierra's control and because it was a DMH decision to defer the upgrade to this software until after the Acceptance Test Period.

Please contact us if you have questions or require additional information.

MJS:JWF:RG:jh

c: Violet Varona-Lukens, Executive Officer, Board of Supervisors
Raoul Freeman, Chair, Information Systems Commission
John Geiger, County Counsel
Richard Mason, County Counsel
Norman Kyle, Sierra Systems